



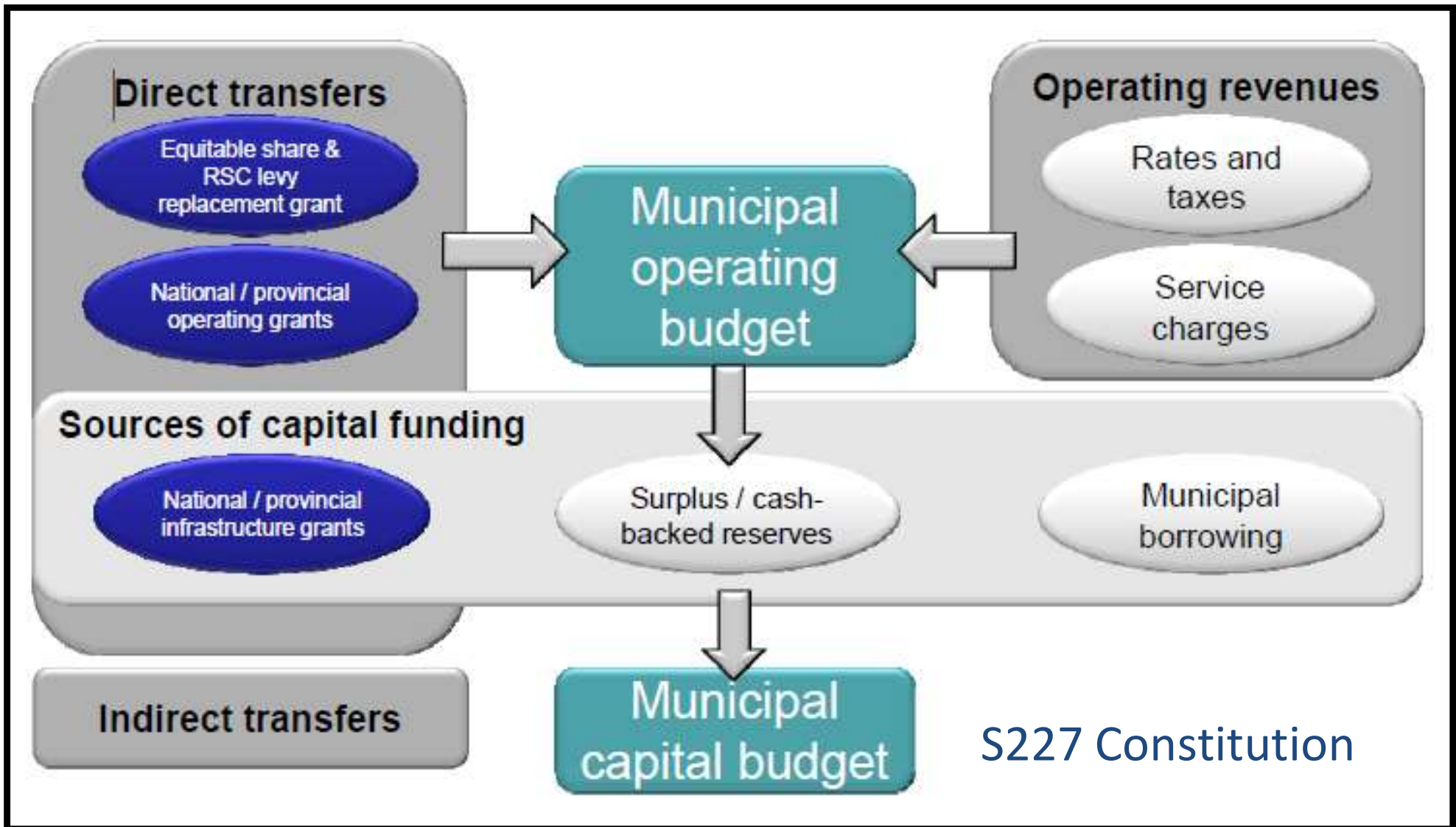
Restoring Billing Credibility

Simon Shokane
Young Professional Symposium



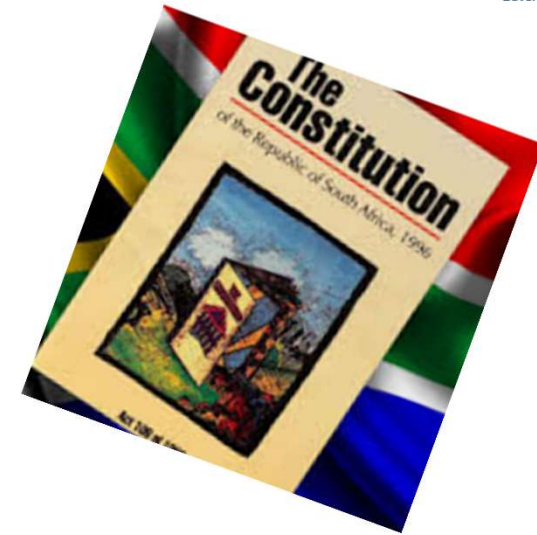
CIGFARO
Chartered Institute of
Government Finance, Audit & Risk Officers

Local Government Revenue



THE CONSTITUTION OF RSA

Section 229 of the Constitution of the Republic of South Africa of 1996, sanctions the municipality to imposed rates on property and surcharges on fees for services provided by or on behalf of the municipality.



- The Constitution, Local Government Municipal Systems Act, 2000 and Water Services Act of 1997 require that the Municipality must ensure that the services that it provides are sustainable.
- Section 160(2)(c) of the Constitution states that the Municipal Council may not delegate the **imposition** of rates and other taxes, levies and duties.
- S229 Tariffs may not:
 - Materially and unreasonably prejudices national economic policies
 - Materially and unreasonably prejudices economic activities across Municipal boundaries
 - Impact on the national mobility of goods, services, capital or Labour

MUNICIPAL FINANCE MANAGEMENT ACT

- **17. Contents of annual budgets and supporting documents**

(1) An annual budget of a municipality must be a schedule in the prescribed format-

(a) setting out realistically anticipated revenue for the budget year from each revenue source;

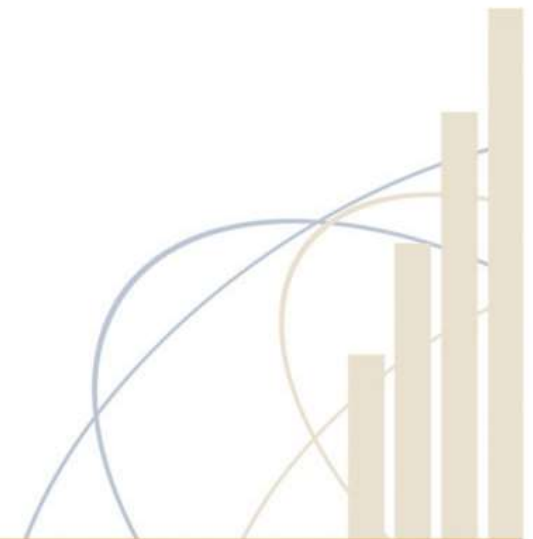
(3) When an annual budget is tabled in terms of section 16(2), it must be accompanied by the following documents:

(a) Draft resolutions-

(i) approving the budget of the municipality;

(ii) imposing any municipal tax and setting any municipal tariffs as may be required for the budget year;

And budget related Policies .



MUNICIPAL SYSTEMS ACT

LEGISLATIVE FRAMEWORK



Rules
of the
game



MUNICIPAL SYSTEMS ACT

74. Tariff policy

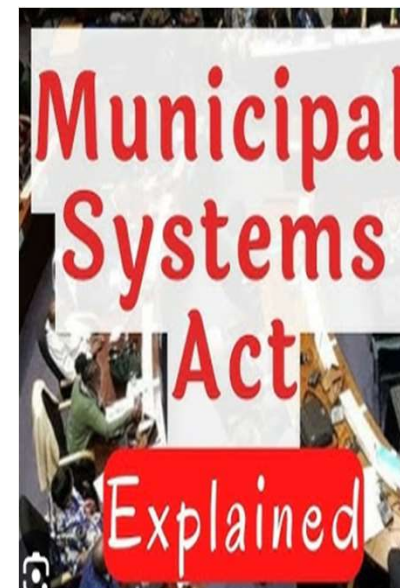
- (1) A municipal council must adopt and implement a tariff policy on the levying of fees for municipal services provided by the municipality itself or by way of service delivery agreements, and which complies with the provisions of this Act, the Municipal Finance Management Act and any other applicable legislation.

75A. General power to levy and recover fees, charges and tariffs

- (1) A municipality may-
 - (a) levy and recover fees, charges or tariffs in respect of any function or service of the municipality; and
 - (b) recover collection charges and interest on any outstanding amount.

75. By-laws to give effect to policy

- (1) A municipal council must adopt by-laws to give effect to the implementation and enforcement of its tariff policy.
- (2) By-laws in terms of subsection (1) may differentiate between different categories of users, debtors, service providers, services, service standards and geographical areas as long as such differentiation does not amount to unfair discrimination



MUNICIPAL SYSTEMS ACT

CHAPTER 9 CREDIT CONTROL AND DEBT COLLECTION

95. Customer care and management.—In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity—

- (a) establish a sound customer management system that aims to create a positive and reciprocal relationship between persons liable for these payments and the municipality, and where applicable, a service provider;
- (b) establish mechanisms for users of services and ratepayers to give feedback to the municipality or other service provider regarding the quality of the services and the performance of the service provider;
- (c) take reasonable steps to ensure that users of services are informed of the costs involved in service provision, the reasons for the payment of service fees, and the manner in which monies raised from the service are utilised;
- (d) where the consumption of services has to be measured, take reasonable steps to ensure that the consumption by individual users of services is measured through accurate and verifiable metering systems;
- (e) ensure that persons liable for payments, receive regular and accurate accounts that indicate the basis for calculating the amounts due;
- (f) provide accessible mechanisms for those persons to query or verify accounts and metered consumption, and appeal procedures which allow such persons to receive prompt redress for inaccurate accounts;
- (g) provide accessible mechanisms for dealing with complaints from such persons, together with prompt replies and corrective action by the municipality;
- (h) provide mechanisms to monitor the response time and efficiency in complying with paragraph (g); and

96. Debt collection responsibility of municipalities.—A municipality—

- (a) must collect all money that is due and payable to it, subject to this Act and any other applicable legislation; and
- (b) for this purpose, must adopt, maintain and implement a credit control and debt collection policy which is consistent with its rates and tariff policies and complies with the provisions of this Act.

97. Contents of policy.—(1) A credit control and debt collection policy must provide for—

- (a) credit control procedures and mechanisms;
- (b) debt collection procedures and mechanisms;
- (c) provision for indigent debtors that is consistent with its rates and tariff policies and any national policy on indigents;
- (d) realistic targets consistent with—
 - (i) general recognised accounting practices and collection ratios, and
 - (ii) the estimates of income set in the budget it less an acceptable provision for bad debts;
- (e) interest on arrears, where appropriate;
- (f) extensions of time for payment of accounts;
- (g) termination of services or the restriction of the provision of services when payments are in arrears;
- (h) matters relating to unauthorised consumption of services, theft and damages; and
- (i) any other matters that may be prescribed by regulation in terms of section 104.

(2) A credit control and debt collection policy may differentiate between different categories of ratepayers, users of services, debtors, taxes, services, service standards and other matters as long as the differentiation does not amount to unfair discrimination.

Sec 62 MSA
Appeal



MUNICIPAL SYSTEMS ACT

98. By-laws to give effect to policy.—(1) A municipal council must adopt by-laws to give effect to the municipality's credit control and debt collection policy, its implementation and enforcement.

(2) By-laws in terms of subsection (1) may differentiate between different categories of ratepayers, users of services, debtors, taxes, services, service standards and other matters as long as the differentiation does not amount to unfair discrimination.

99. Supervisory authority.—A municipality's executive committee or executive mayor or, if a municipality does not have an executive committee or executive mayor, the municipal council itself or a committee appointed by it, as the supervisory authority must—

- (a) oversee and monitor—
 - (i) the implementation and enforcement of the municipality's credit control and debt collection policy and any by-laws enacted in terms of section 98; and
 - (ii) the performance of the municipal manager in implementing the policy and any by-laws;
- (b) when necessary, evaluate or review the policy and any by-laws, or the implementation of the policy and any such by-laws, in order to improve efficiency of its credit control and debt collection mechanisms, processes and procedures; and
- (c) at such intervals as may be determined by the council report to a meeting of the council, except when the council itself performs the duties mentioned in paragraphs (a) and (b).

100. Implementing authority.—The municipal manager or service provider must—

- (a) implement and enforce the municipality's credit control and debt collection policy and any by-laws enacted in terms of section 98;
- (b) in accordance with the credit control and debt collection policy and any such by-laws, establish effective administrative mechanisms, processes and procedures to collect money that is due and payable to the municipality; and
- (c) at such intervals as may be determined by the council report the prescribed particulars to a meeting of the supervisory authority referred to in section 99.

101. Municipality's right of access to premises.—The occupier of premises in a municipality must give an authorised representative of the municipality or of a service provider access at all reasonable hours to the premises in order to read, inspect, install or repair any meter or service connection for reticulation, or to disconnect, stop or restrict the provision of any service.

102. Accounts.—(1) A municipality may—

- (a) consolidate any separate accounts of persons liable for payments to the municipality;
- (b) credit a payment by such a person against any account of that person; and
- (c) implement any of the debt collection and credit control measures provided for in this Chapter in relation to any arrears on any of the accounts of such a person.

(2) Subsection (1) does not apply where there is a dispute between the municipality and a person referred to in that subsection concerning any specific amount claimed by the municipality from that person.

103. Agreements with employers.—A municipality may—

- (a) with the consent of a person liable to the municipality for the payment of rates or other taxes, or fees for municipal services, enter into an agreement with that person's employer to deduct from the salary or wages of that person—
 - (i) any outstanding amounts due by that person to the municipality; or
 - (ii) regular monthly amounts as may be agreed; and
- (b) provide special incentives for—
 - (i) employees to enter into such agreements; and

Code Of Conduct
Deduct. 90 Days

MUNICIPAL SYSTEMS ACT

115. Service of documents and process.—(1) Any notice or other document that is served on a person in terms of this Act, is regarded as having been served—

- (a) when it has been delivered to that person personally;
- (b) when it has been left at that person's place of residence or business in the Republic with a person apparently over the age of sixteen years;
- (c) when it has been posted by registered or certified mail to that person's last known residential or business address in the Republic and an acknowledgement of the posting thereof from the postal service is obtained;
- (d) if that person's address in the Republic is unknown, when it has been served on that person's agent or representative in the Republic in the manner provided by paragraphs (a), (b) or (c); or
- (e) if that person's address and agent or representative in the Republic is unknown, when it has been posted in a conspicuous place on the property or premises, if any, to which it relates.

(2) When any notice or other document must be authorised or served on the owner, occupier or holder of any property or right in any property, it is sufficient if that person is described in the notice or other document as the owner, occupier or holder of the property or right in question, and it is not necessary to name that person.



118. Restraint on transfer of property.—(1) A registrar of deeds may not register the transfer of property except on production to that registrar of deeds of a prescribed certificate—

- (a) issued by the municipality or municipalities in which that property is situated; and
- (b) which certifies that all amounts that became due in connection with that property for municipal service fees, surcharges on fees, property rates and other municipal taxes, levies and duties during the two years preceding the date of application for the certificate have been fully paid.

(1A) A prescribed certificate issued by a municipality in terms of subsection (1) is valid for a period of 120 days from the date it has been issued.

(2) In the case of the transfer of property by a trustee of an insolvent estate, the provisions of this section are subject to section 89 of the Insolvency Act, 1936 (Act No. 24 of 1936).

(3) An amount due for municipal service fees, surcharges on fees, property rates and other municipal taxes, levies and duties is a charge upon the property in connection with which the amount is owing and enjoys preference over any mortgage bond registered against the property.

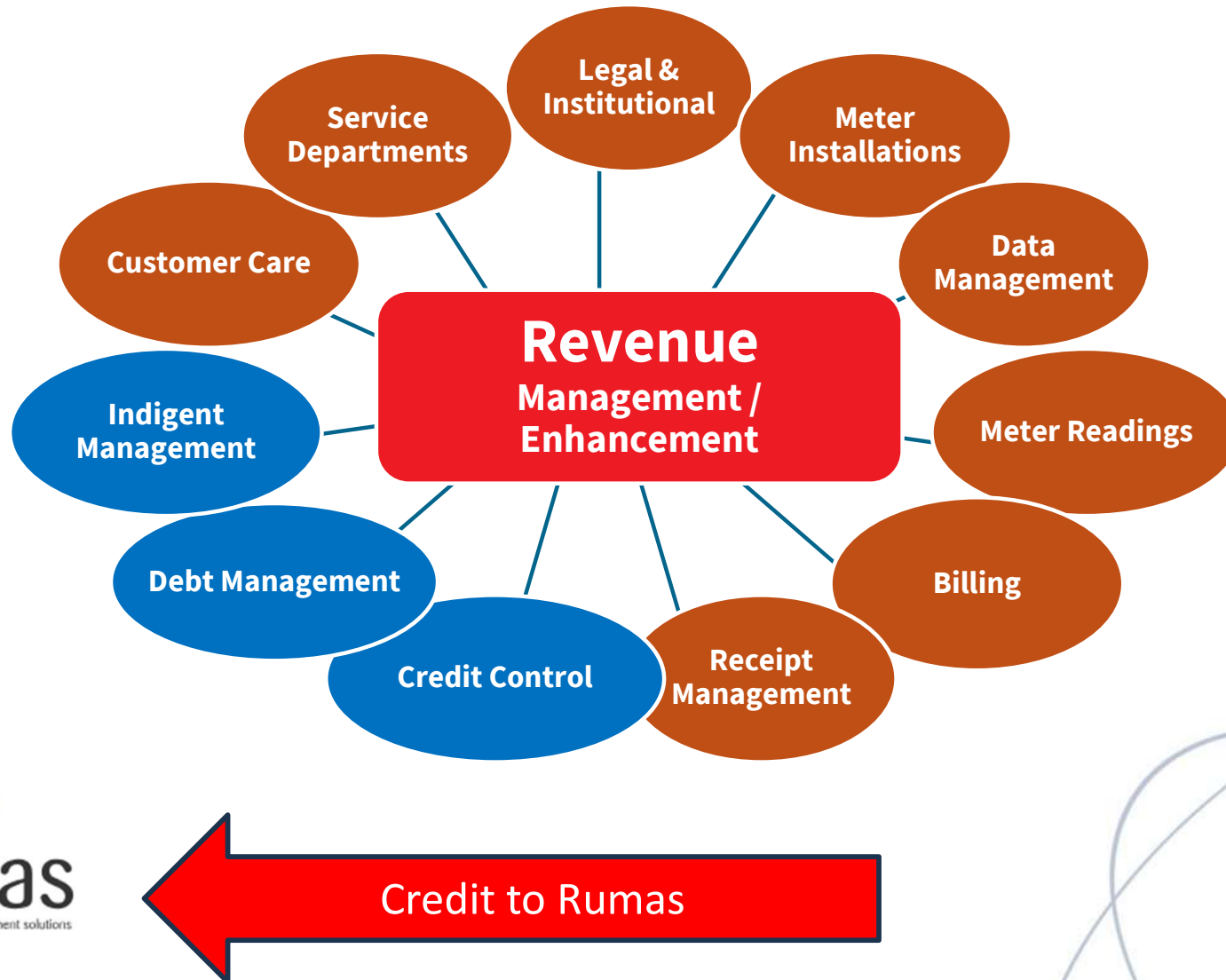
(4) Subsection (1) does not apply to—

- (a) a transfer from the national government, a provincial government or a municipality of a residential property which was financed with funds or loans made available by the national government, a provincial government or a municipality; and
- (b) the vesting of ownership as a result of a conversion of land tenure rights into ownership in terms of Chapter 1 of the Upgrading of Land Tenure Rights Act, 1991 (Act No. 112 of 1991):

Provided that nothing in this subsection precludes the subsequent collection by a municipality of any amounts owed to it in respect of such a property at the time of such transfer or conversion.

(5) Subsection (3) does not apply to any amount referred to in that subsection that became due before a transfer of a residential property or a conversion of land tenure rights into ownership contemplated in subsection (4) took place.

Revenue Value Chain



Municipal Legislation

CHAPTER 9 CREDIT CONTROL AND DEBT COLLECTION

95. Customer care and management.—In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity—

- (a) establish a sound customer management system that aims to create a positive and reciprocal relationship between persons liable for these payments and the municipality, and where applicable, a service provider;
- (b) establish mechanisms for users of services and ratepayers to give feedback to the municipality or other service provider regarding the quality of the services and the performance of the service provider;
- (c) take reasonable steps to ensure that users of services are informed of the costs involved in service provision, the reasons for the payment of service fees, and the manner in which monies raised from the service are utilised;
- (d) where the consumption of services has to be measured, take reasonable steps to ensure that the consumption by individual users of services is measured through accurate and verifiable metering systems;
- (e) ensure that persons liable for payments, receive regular and accurate accounts that indicate the basis for calculating the amounts due;
- (f) provide accessible mechanisms for those persons to query or verify accounts and metered consumption, and appeal procedures which allow such persons to receive prompt redress for inaccurate accounts;
- (g) provide accessible mechanisms for dealing with complaints from such persons, together with prompt replies and corrective action by the municipality;
- (h) provide mechanisms to monitor the response time and efficiency in complying with paragraph (g); and
- (i) provide accessible pay points and other mechanisms for settling accounts or for making pre-payments for services.



Meter Reading

ROUTEMASTER
v1.58.0-9a450a6 2026-03-26 18:00
Date: 2026-04-19 15:24

Import

M-Map

Schedule

Work

Reports

Admin

Help

Item routes

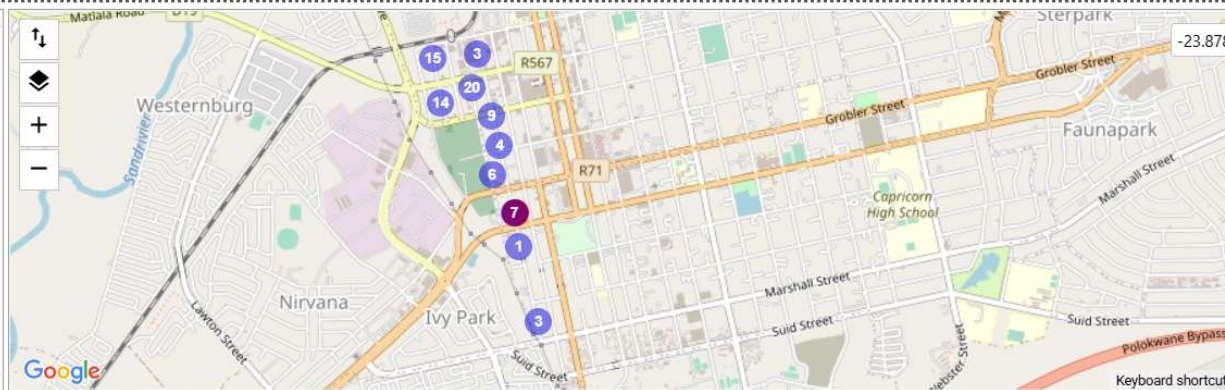
search

Select all

Unallocated (0)

0161

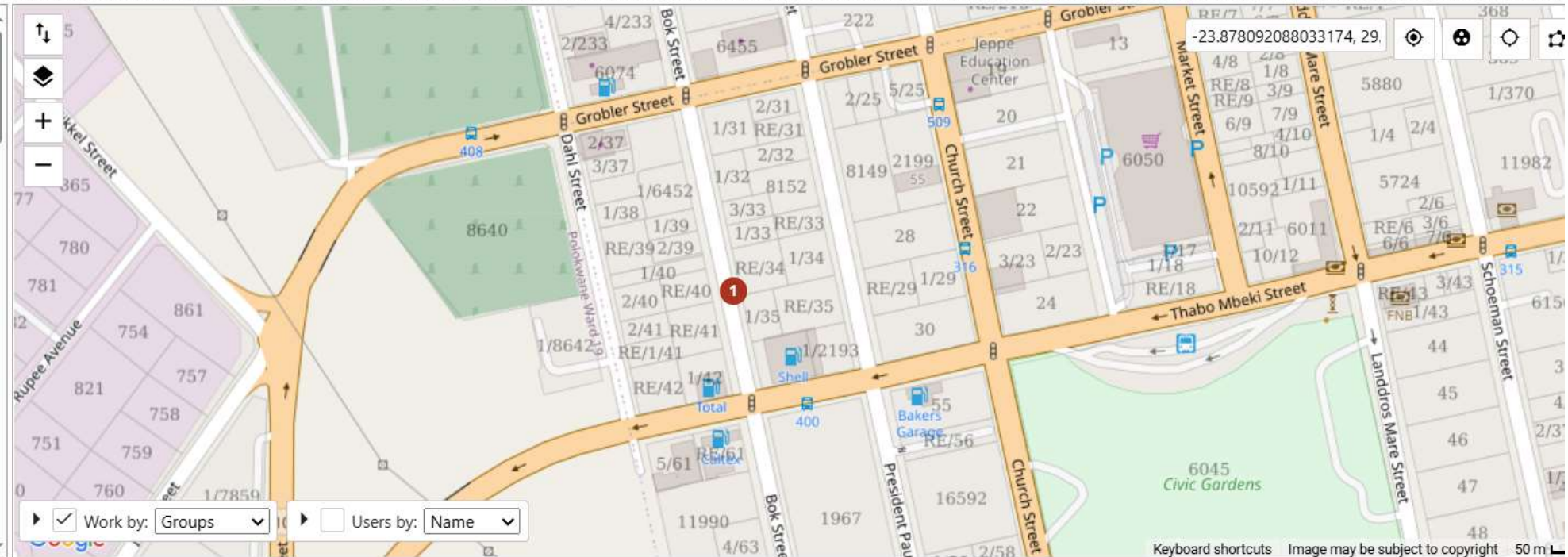
- 0001 (82)
- 0002 (106)
- 0003 (90)
- 0004 (24)
- 0005 (69)
- 0006 (77)



Flags	Flags	Cycle	Route	Meter Number	Meter Type Code	Dials	Factor	Stand	SGID	Street Number	Street Name
<input checked="" type="checkbox"/>			000001 0161_0001	946	MM	5	1.0000	3320000	CBD0000003320000000000	105	ONDERSTRAAT
<input type="checkbox"/>			000005 0161_0001	D1659	MM	5	1.0000	340000	CBD0000003400000000000	54	BOKSTRAAT
<input type="checkbox"/>			000001 0161_0001	C-HHA6598	MM	5	1.0000	1860000	CBD0000001860000000000	74A	BOKSTRAAT
<input type="checkbox"/>			000001 0161_0001	803	MM	5	1.0000	3140000	CBD0000003140000000000	93	DAHLSTRAAT
<input type="checkbox"/>			000001 0161_0001	729	MM	5	1.0000	3150000	CBD0000003150000000000	91	DAHLSTRAAT
<input type="checkbox"/>			000001 0161_0001	CAGA2-527	MM	5	1.0000	3310000	CBD0000003310000000000	107	ONDERSTRAAT
<input type="checkbox"/>			000001 0161_0001	D1120	MM	6	1.0000	3240000	CBD0000003240000000000	4	RISSIK STREET
<input type="checkbox"/>			000001 0161_0001	365	MM	5	1.0000	3240000	CBD0000003240000000000	4	RISSIK STREET
<input type="checkbox"/>			000001 0161_0001	011	EE	6	1.0000	3240000	CBD0000003240000000000	4	RISSIK STREET



The Meter Location



<input checked="" type="checkbox"/>	Cycle	Group	Work order set	Team	Category	Status	Type	SGID	Debtor	Meter Number	Meter Type Code	Street Number	Street Name
<input type="checkbox"/>	000005	0161_0001	161-202604	Meter Reading	Done	Complete	Meter Read	CBD000000034000000000	MR/MS CC PI	D1659	MM	54	BOKSTRAAT

Meter Reading Job Cards

Search		16	17	18
From: 2026/04/16	Diketso Mphahlele (3%)			
To: 2026/04/22	Evans Mello (51%)	Meter Reads 0161_0035 (113 of 117) ⌚		
Type: - All -		Meter Reads 0161_0046 (131 of 131) ✓		
Work in team: Meter Reading		Meter Reads 0161_0044 (82 of 82) ✓		
Readers in team: Meter Reading	Jacki Matli (88%)	Meter Reads 0200_222 (210 of 210) ✓	Meter Reads 0200_230 (263 of 263) ✓	
Zoom: 10		Meter Reads 0200_223 (118 of 118) ✓		
Find Find for today	John Maloka (21%)	Meter Reads 0161_0058 (178 of 178) ✓	Meter Reads 0161_0048A (229 of 312) ⌚	
Work to schedule	Joseph Mpe (48%)	Meter Reads 0200_221 (238 of 238) ✓	Meter Reads 0200_228 (455) ⬇	
search	Lesiba Mailula (36%)	Meter Reads 0200_234 (104 of 125) ⌚	Meter Reads 0200_236 (2 of 110) ⌚	
▶ 0161		Meter Reads 0200_234A (129 of 161) ⌚	Meter Reads 0200_228C (287 of 287) ✓	
▶ 0200	Martha Thobala (18%)	Meter Reads 0161_0006 (77 of 77) ✓	Meter Reads 0161_0028 (128 of 338) ⌚	
▶ 0900		Meter Reads 0161_0039 (85 of 85) ✓		
		Meter Reads 0161_0029 (56 of 56) ✓		
	Michael Sebake (70%)	Meter Reads 0200_224 (99 of 99) ✓	Meter Reads 0200_229 (363 of 363) ✓	
		Meter Reads 0200_245 (266 of 266) ✓	Meter Reads 0200_247 (288 of 288) ✓	
	Mogale Mphahlele (36%)			

Meter evidence



Meter history and Picture

Detail for meter# D9236 (MM)

Meter Number Meter Type Code

D9236 MM

Created by " using source 'DataLoad' on 2023-10-06 16:19.

Reading History Data Exceptions Records (raw)

Hide ignored readings
 Show ignored readings
 Show archived readings

	Exceptions		Reading Date	Reading Time	Reading	Advance	Consumption	Days	Expected Daily Consumption	Expected Consumption	Variance	Reader Note	User	Reader	Dr
			2026-03-13	09:51	3653	11	11	29	0.4075	12	-6.92		tshamano	Tshamano Makhavhula	eb
			2026-02-11	13:25	3642	10	10	27	0.4446	12	-16.70		tshamano	Tshamano Makhavhula	eb
			2026-01-15	12:30	3632	18	18	38	0.4156	16	13.98		tshamano	Tshamano Makhavhula	eb
			2025-12-08	12:24	3614	10	10	25	0.4312	11	-7.24		tshamano	Tshamano Makhavhula	eb
			2025-12-08	12:20	01 - DIRTY DIAL								tshamano	Tshamano Makhavhula	eb
			2025-11-12	12:43	3604	13	13	29	0.4141	12	8.24		tshamano	Tshamano Makhavhula	eb
			2025-10-14	11:12	3591	14	14	31	0.3767	12	19.90		tshamano	Tshamano Makhavhula	eb
			2025-09-12	12:26	3577	8	8	24	0.4200	10	-20.63		tshamano	Tshamano Makhavhula	3cl
			2025-08-18	13:34	3569	14	14	34	0.4282	15	-3.84		tshamano	Tshamano Makhavhula	3cl
			2025-07-15	12:45	3555	13	13	32	0.4502	14	-9.75		tshamano	Tshamano Makhavhula	3e
			2025-06-12	13:31	3542	42	42	91	0.4388	40	5.19		michael	Michael Sebake	35
			2025-05-12	14:37	01 - DIRTY DIAL								tshamano	Tshamano Makhavhula	3e
			2025-04-10	11:25	01 - DIRTY DIAL								tshamano	Tshamano Makhavhula	3e
			2025-03-13	09:36	3500	18	18	44	0.4684	21	-12.67		papi	Papi Malebati	35

Resolution To Levy Rates

Lookups

Lookup Configuration

mainScreenWidgets

Meter Makes

Meter Type Codes

Meter Updated Codes

No Access Codes

Note Codes

periodicRequestPeriods

publicSettings

Reader Note Translate

readingSourcePriorities

Roles

settings

Sources

systemStatus

Township Codes

townshipArea

uomElectricity

uomGas

uomWater

Update Policy

userFlags

User Information

Show deleted

		Key	Value	Teams	Attributes
		0	Meter Not Read		Bulk Complete
		01	DIRTY DIAL		
		02	METER COVERED		
		03	WATER LEAK		
		04	METER DAMAGED		
		05	METER REVERSING		
		07	METER UPSIDE DOWN		
		08	METER TAMPERED WITH		
		09	HOUSE LOCKED		
		10	GATE LOCKED		
		12	NOT UNLOCKING		
		13	NO KEY FOR LOCK		
		14	VACANT		
		15	METER DISCONNECTED		
		16	METER TURNED OFF		
		19	NOT IN USE		
		23	BEEES IN METER BOX		
		25	METER LID DAMAGED		
		26	METER BOX DAMAGED		
		28	CAR IN FRONT OF METER		
		29	GARDEN REFUSE ON METER		

Reading Exception

W-Exceptions ▾

Schedule

Work

Reports ▾

Admin ▾


Help ▾

Jobs 0 

User **cat-erik** 


 Sign out

API v1.58.0-675c712 2026-03-26 17:42

Type	Field	Submitted	Message	Created On	Resolution	Resolved On	Resolved By
 Meter Stopped	reading	34248	Previous and provided reading are the same.	2026-04-17 12:31	Unresolved		

▼ Exception detail

Exception on Reading:

 **Meter Stopped (S)**

Previous and provided reading are the same.
Created by 'martha' using source 'FieldDevice' on 2026-04-17 12:31.

[Accept](#) [Reject](#)

▼ Reading summary

Created by: martha Created source: FieldDevice

Created on: 2026-04-17 12:31

Exported: false

Reading: 34248 **Meter Number: 545**

Taken on 2026-04-17 (FieldDevice)

Previous 34248 on 2026-03-18


Calculations at the time of capture:

Advance	0
Consumption	0
Days	29
Expected Consumption	1.892
Variance	-100%

[Ignore the reading](#)

Current meter attributes:
Dials 5, factor 1, allowed high variance 80%, allowed low variance 40%, it is cumula

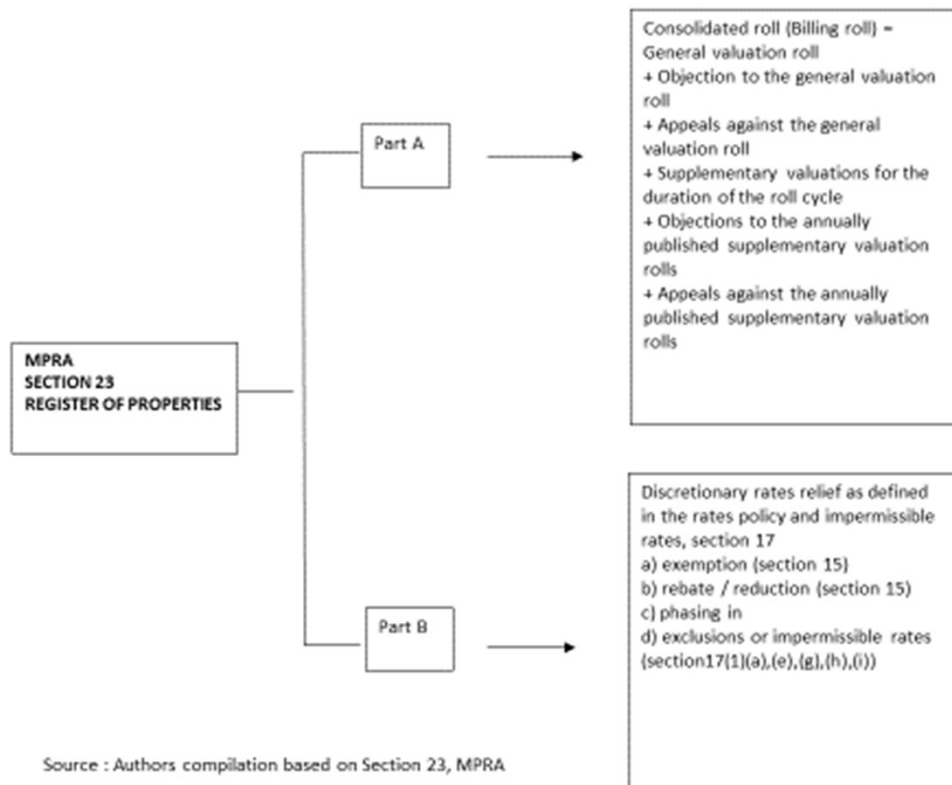
▼ Photos



METER PHOTO
READING: 34248

*23.904310
29.452248

Property Valuation



Source : Authors compilation based on Section 23, MPRA

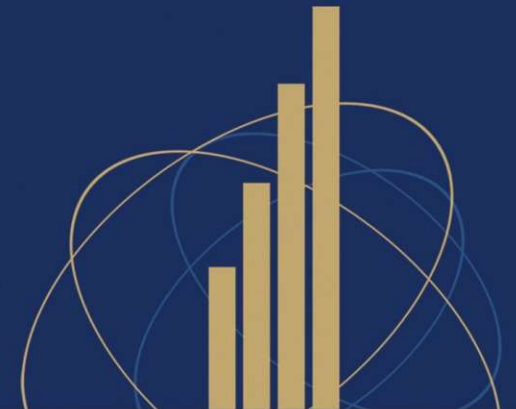


“No, those are just the closing costs.
The house is an additional \$175,000.”





Customer Care



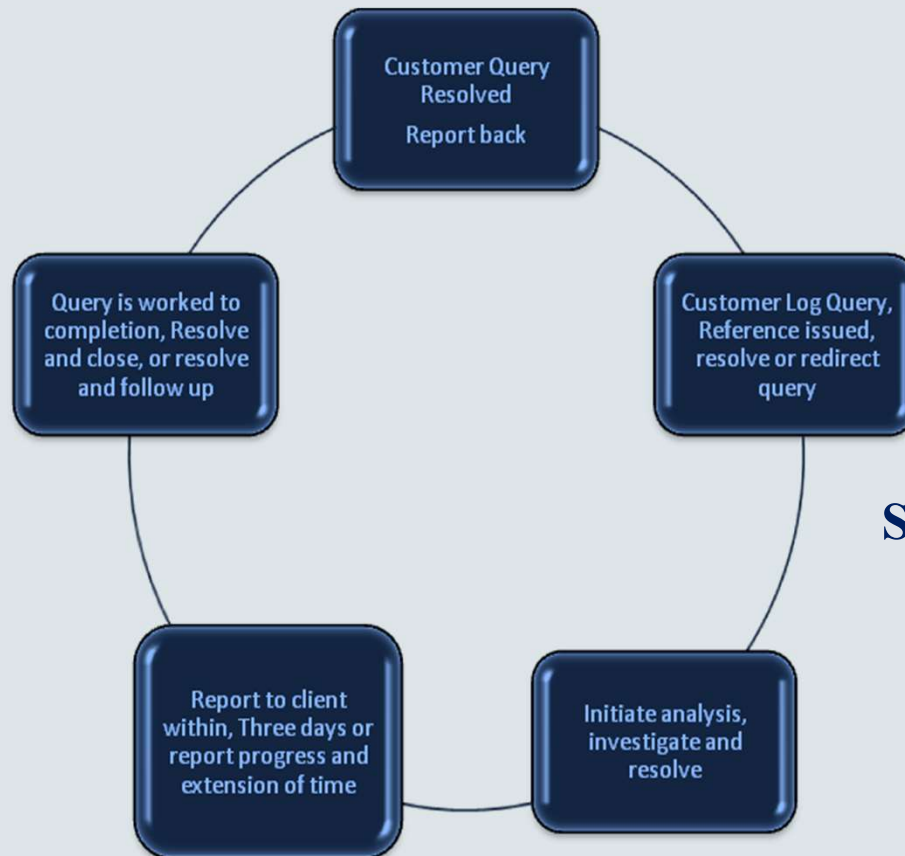
CIGFARO
Chartered Institute of
Government Finance, Audit & Risk Officers

www.cigfaro.co.za

SAQA Recognised Professional Body

Section 95 Reciprocal Relationship

Mechanism for feedback, query, complain and complement.



Section 115 MSA (SAPO)





Credit control and Debt Collection

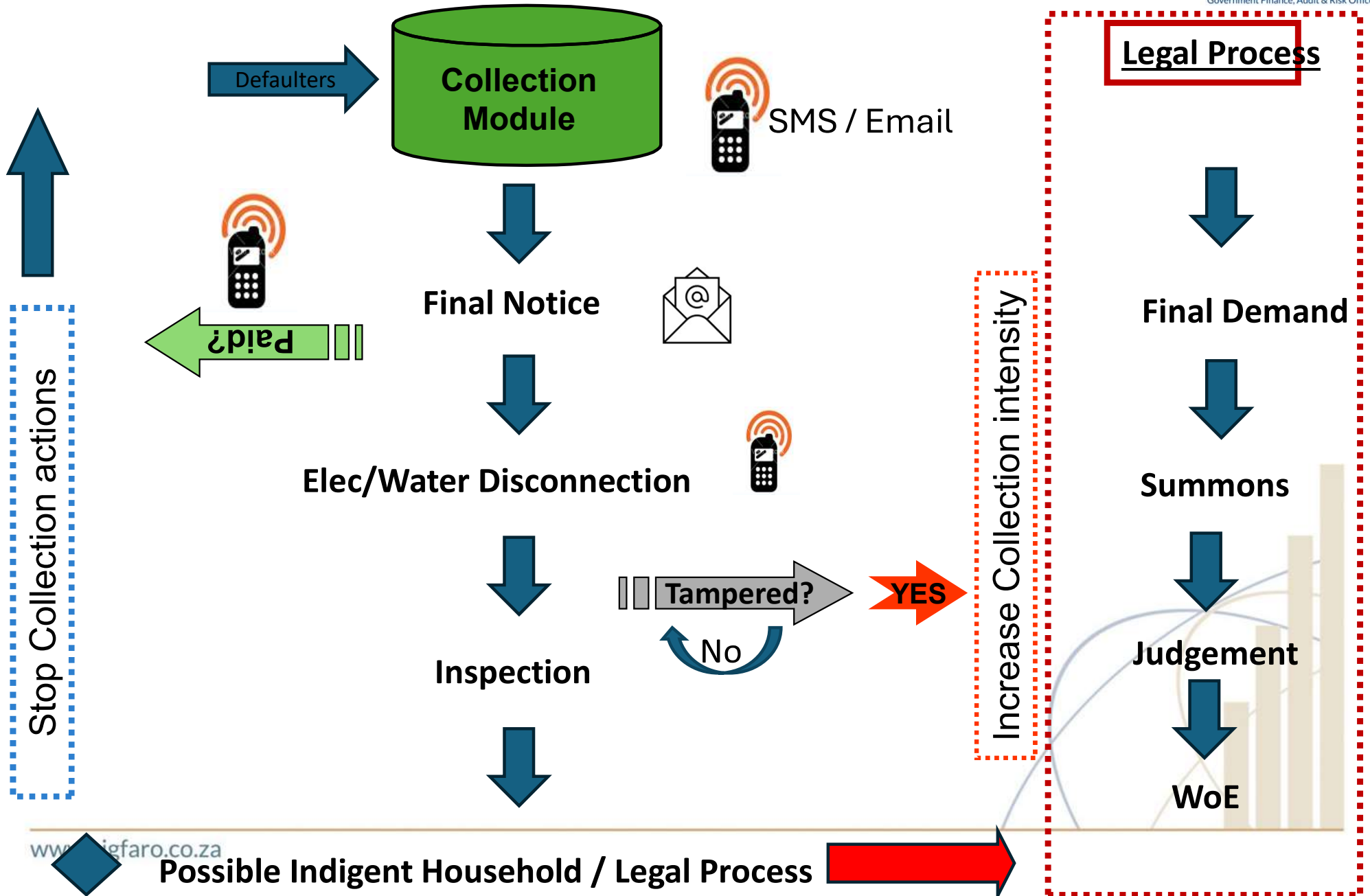


CIGFARO
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Government Finance, Audit & Risk Officers

www.cigfaro.co.za

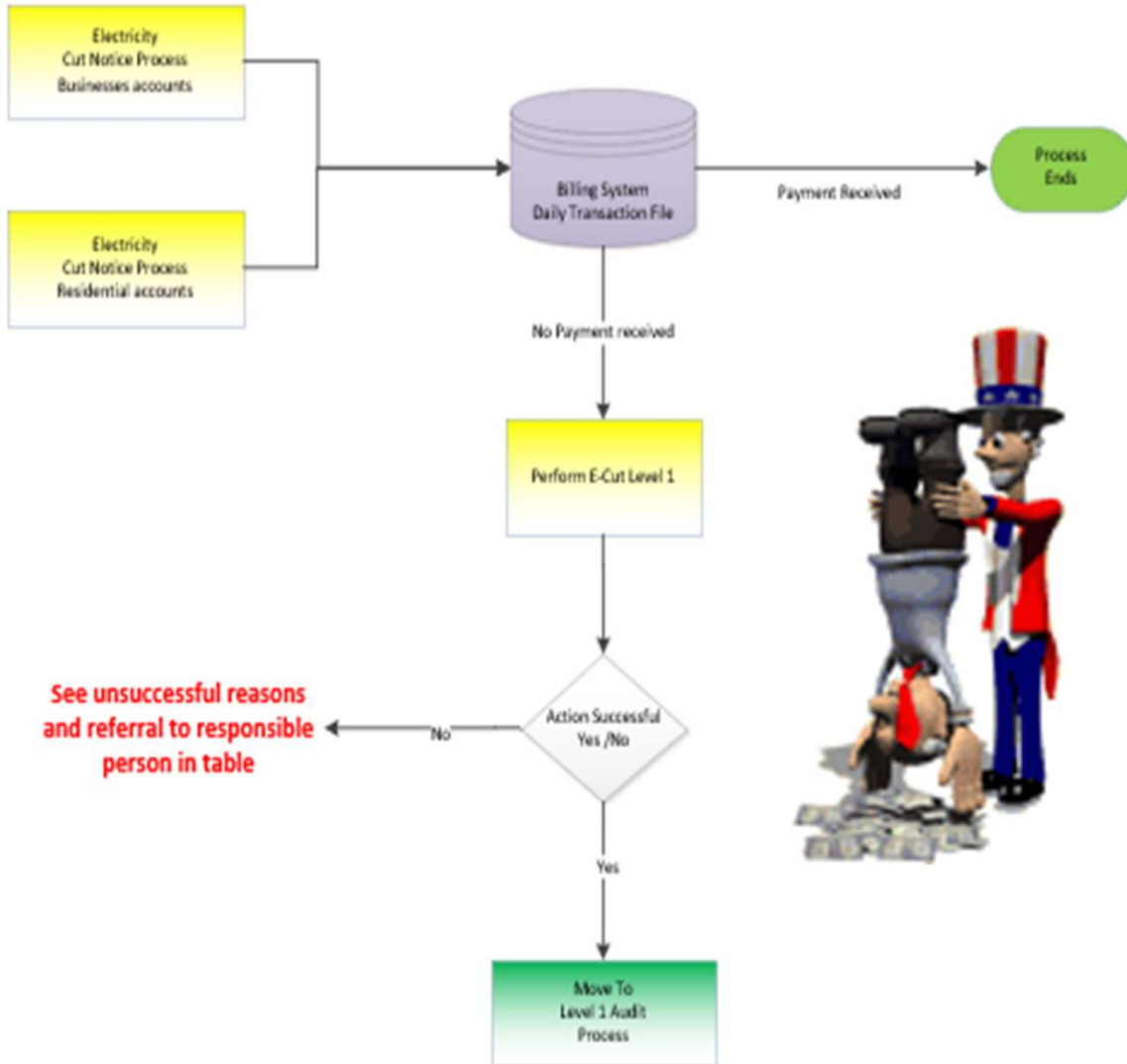
SAQA Recognised Professional Body

Credible Collection Solution

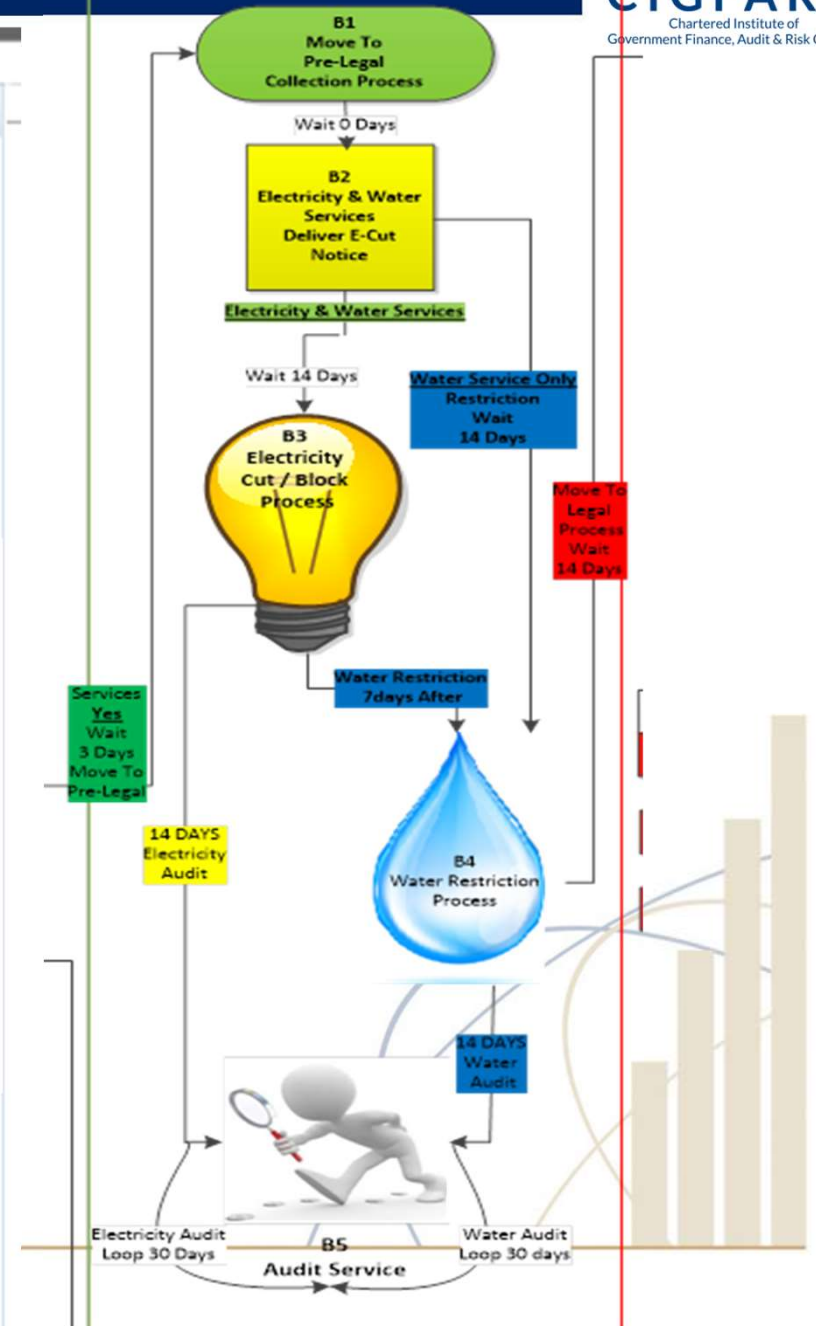


Process to be Followed

ELECTRICITY DISCONNECTION LEVEL 1



Pre-Legal Collection Process



Final Reminder Notice 14 Days

Date
Stand Number
Street Address
Name. on Top

Polokwane
NATURALLY PROGRESSIVE

----- FOLD HERE -----

FINAL REMINDER (FR)

Municipal Account Number	00 [REDACTED]
Arrears	R11 276,96
Current Amount	R880,55
Notice Fee	R84,02
Total Due	R12 241,53

It has come to our attention that your municipal account was not paid by the due date. This is a final reminder for payment of the outstanding balance at the Municipality.

Failure to react to this reminder by either settling your account or contacting our finance department within 14 days from date of this notice will result in the Municipality Disconnecting and/or Restricting services to your property and debiting the relevant charges thereof to your account.

If payment was made, we apologize for the inconvenience. Kindly contact the Municipality on any of the details listed below in order to rectify the matter.

Yours faithfully

[REDACTED]
Municipal Manager



PAYMENT INFORMATION

Municipal Banking Details:	Civic Centre, Corner Landros Maré & Bodenstein Streets, Polokwane, 0699 and at Any Municipal Satellite Rates Hall	
Bank: Standard Bank Account No: 030172349 Branch No: 052548 Reference: 00 [REDACTED]		

Office Hours: Monday to Friday: 08H00 - 16:00 After Hours Reconnection: Monday to Friday 16:00 - 21:00	Enquiries: ☎ (015) 290 2000 / 2045 / 2047 / 2053 / 2046 / 2026 Prepaid Standby: 081 747 0878 / 081 517 0042 Standby: 083 301 3738 / 083 673 3238 ✉ payments@polokwane.gov.za
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CONSTITUTIONAL COURT OF SOUTH AFRICA

Case CCT 43/09
[2009] ZACC 30

In the matter between:

LEON JOSEPH

First Applicant

VALERIE MOSES

Second Applicant

VICTOR MOKETE MOKOENA

Third Applicant

[61] I agree that affording notice to the applicants would not undermine City Power's ability to provide an efficient service. Accordingly, City Power must afford the applicants pre-termination notice. For the notice to be "adequate" it must contain all relevant information, including the date and time of the proposed disconnection, the

32

SKWEYIYA J

reason for the proposed disconnection, and the place at which the affected parties can challenge the basis of the proposed disconnection. Moreover, it must afford the applicants sufficient time to make any necessary enquiries and investigations, to seek legal advice and to organise themselves collectively if they so wish. At a minimum, it seems to me that 14 days' pre-termination notice is fair, and is consistent with the provisions of the Credit Control By-laws.

Proof of Delivery

[View location on map](#)



Action Type: Pre Termination Notice

Date Taken: 2026/04/15 13:40:27

Taken By: Busisiwe Ndlovu

GPS Coordinates: -25.784605,31.045811

Description: Android Mobile jobcard upload

Gate Lock
GPS
Proof of location



Termination Notice

----- FOLD HERE -----

ELECTRICITY DISCONNECTION (EDIS-2)

Municipal Account Number	00 [REDACTED]
Arrears	R13 190,51
Current Amount	R1 631,97
Disconnection Fee	R842,03
Total Due	R15 664,51

Due to non-payment of your account, we unfortunately have no choice but to Disconnect the Electricity Supply to your property. The electricity supply will only be restored within forty-eight (48) hours once the payment of the account is recovered by the municipality.

Follow up inspections will be conducted regularly to ascertain whether the electricity supply is still disconnected. Further higher levels of disconnection of the supply may apply at your cost

If payment was made, we apologize for the inconvenience. Kindly contact the Municipality on any of the details listed below with proof of payment.

Yours faithfully

[REDACTED]
Acting Municipal Manager



PAYMENT INFORMATION

Municipal Banking Details:

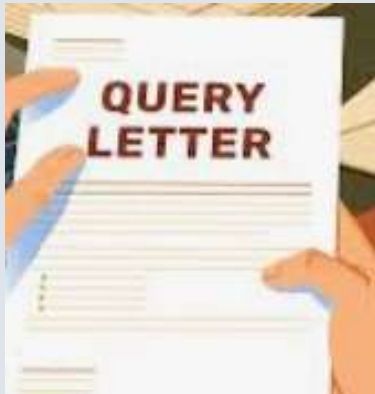
Bank: Standard Bank
Account No: 030172349
Branch No: 052548

Civic Centre, Corner Landros Marè &
Bodenstein Streets,
Polokwane, 0699
and at



Inaccessible,
faulty, challenges.

Complain and Appeal



Feedback section 95 MSA

Section 102 Dispute MSA

Section 62 appeal MSA
Affected right appeal within 21 Days
Appeal Policy



Section 227 Constitution

Indigent management Policy

Section 227 of the constitution provide for relieve for indigent through an indigent register



Qualification criteria

Free basic services

Vetting

Curbing the debt (prepaid services)



Collection convenient Payment platforms

Section 8 Municipal Finance Management Act No. 56 2003

Primary Bank Account

Can have other Investment accounts



Direct @ BANK

Internet Banking

ACB



Pick and Pay



Shoprite checkers

Some garages

woolworth

Lock Down

USEFUL JUDGEMENTS

- Nobumba N.O. vs Nelson Mandela Bay Municipality (NCA)
- Jaftha v Schoeman & Others 2004 JDR 0601 (CCT 74/03) (Housing Sale)
- Mkhize v Umvoti Municipality (Housing Sale)



- Hartszenberg and 8 others vs. Nelson Mandela Metropolitan Municipality (Pre-paid no By-law))
- B G Beck & Others v Kopanong local Municipality (Pre-paid, Service provider, By-Law))
- Argent vs Ekurhuleni reasonableness of readings

Year	Case
2004	Mkontwana vs NMMM CCT57/03
2005	BOE Bank Ltd vs City of Tshwane MM SCA
2006	CoJ vs Kaplan NO SCA
2013	Steve Tshwete LM vs FEDBOND SCA
2013	City Tshwane MM vs Mathabathe SCA
2015	City Tshwane MM vs Mitchell SCA
2016	Jordaan and others v Tshwane and Ekurhuleni Metropolitan Municipalities



Thank You!



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SAQA Recognised Professional Body